



Clark County Regional Support Network Policy Statement

Policy No.: QM10
Policy Title: Wait List
Effective Date: September 1, 2001

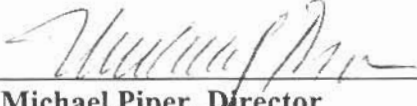
Policy: Providers shall ensure access to services according to CCRSN Access Standards without a wait list unless prior written approval has been obtained from CCRSN.

Reference: CCRSN Policy and Procedure QM09 Access Standards

Procedure: All provider agencies contracted with Clark County RSN may not utilize a wait list without written approval of the CCRSN.

1. A provider can make a formal written request to CCRSN to initiate a wait list.
 - a) The CCRSN will review system capacity prior to approval of any wait list.
 - b) The CCRSN will track provider capacity and work with providers to let them know the capacity of other agencies. Providers will offer consumers options for services at agencies that have openings.
2. If a provider is approved to maintain a wait list, the following conditions must be met:
 - a) A face-to-face assessment must be done with the consumer prior to placing the consumer on a wait list, in order to triage their service needs.
 - b) If the consumer objects to placement on a wait list, the provider will notify the CCRSN to identify other resource options.
 - c) The consumer must be informed of the service for which they are to be placed on a wait list and the time period for waiting for that service.
 - d) The provider must inform the consumer of the process for contacting the provider in the event that their condition worsens, including giving them the number to call for 24 hour crisis. The provider agrees to provide at a minimum a crisis assessment and in some circumstances immediate crisis service if a consumer states their condition has worsened or there is imminent risk of danger to self or others.
 - e) The provider must make available to the consumer some form of orientation and/or other group or drop-in services available at their agency while consumers are waiting for the service for which they were put on a wait list. In addition, the consumer will be given information on how to access crisis services.
 - f) The consumer retains the right to move off the list at one provider agency and be referred onto another provider agency at any time during the waiting period.

- g) The provider agency maintains responsibility to manage their own wait list and wait list consumers.
- h) Providers will agree to work cooperatively with CCRSN staff in keeping the RSN informed of the status of their prior approved wait lists.

Approved By:  Date: 9-1-09
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